

## **WE ARE HERE TO HELP!**

ACHA'S Welfare Rights Officers are here to help tenants with all aspects of Income Maximisation, including benefit advice, mandatory reconsiderations and appeals at Tribunal level. The benefits system can often be challenging and overwhelming to navigate, further complicated by the fact that benefits, grants and rebates can come from a variety of agencies, including national benefits, Scottish benefits and local authority benefits, so it is often difficult to know where to go for the right support.

ACHA Welfare Rights Officers bring all of this information together and are committed to ensuring that tenants access the right information and level of support they require on an individual basis.

In the last year April 2021 to March 2022, we supported 1607 tenants to achieve a total client gain of over £4million. A surprisingly high number of these tenants had not realised they may be eligible to claim grants, benefits and rebates. There are still many individuals who are missing out, therefore we recommend a benefits check for all. There are still millions of pounds of unclaimed benefits every year!

We can also help by referring you to partner external agencies including

ALlenergy (energy advice)

[ALlenergy Promoting sustainable energy use | ALlenergy](#)

Bute Advice Centre (Flexible Food & Fuel Fund)

[Argyll and Bute Flexible Food Fund \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk)

### **Scottish Government launch One Stop Shop to help with rising Cost of Living**

Developed by the Scottish Government as a 'One Stop Shop' to help those struggling with the cost of living crisis, the website includes information on help available for households to meet rising energy, housing and other costs. It also provides details on accessing Scottish and UK social security payments, including online benefit calculators, as well as wider health and wellbeing information.

A Programme for Government 2022-23 commitment, it will be supported by a nationwide media campaign to raise awareness and signpost people impacted by rising costs to the help available.

If you are struggling, please click on the link below for more information.

<https://costofliving.campaign.gov.scot/>

Our Welfare Rights Service provides a Welfare Rights Officer for each area in Argyll where you can contact your Welfare Rights Officer to arrange an appointment either by telephone or in person, face to face visits can be organised for the office or home whichever suits best. Please click on the link (insert link for WR leaflet) for more information on the Welfare Rights Officer for your area.

For further information on benefits please do not hesitate to contact ACHA'S Welfare Rights Service if you wish to check eligibility.

You can also contact our Welfare Rights Service on 0800 028 2755 or email [welfarerights@acha.co.uk](mailto:welfarerights@acha.co.uk).

Please click on this link (insert link for Benefits Brochure) for useful information on some of the benefits available to maximise income.